

# Quotation Request //

## US Government Publishing Office

Northcentral Region  
infonorthcentral@gpo.gov  
Washington DC 20401-0000

**JACKET:734-878**

**Quotations are Due By:**  
**(Eastern Time)2:00 PM on 02/27/2023**

**Submit Quotes Online, unless otherwise instructed, via: <http://contractorconnection.gpo.gov/openjobs.aspx>**  
**Contractor must provide mandatory W-9 form before GPO makes payment.**

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**TITLE:** NCA Customer Satisfaction Surveys\_2023

**QUANTITY:** 1 Project - see attachment for items and qtys.

**NOTE:** Prior to production samples, VA final samples, and GPO final samples are not included in the count but must be included in the contractor's submitted price.

4 waves of mailings (each wave has multiple versions - see below).

Note: Exact quantities will be known when mailing lists become available. If the exact quantities are less/more than the above, a contract modification will be issued for the reduction/increase after award using the contractor's additional rates (excluding make-ready cost).

Although it is anticipated that the quantities will be less - quotes must be based on the full quantity listed above.

Additional Rates (Per M) for each item:

See Attachment for breakdown of each item/mailing wave.

**SUBMISSION OF QUOTES:** Vendor to submit quotes via Quick Quote (<https://contractorconnection.gpo.gov/OpenJobs.aspx>). Late quotes will not be accepted. All problems submitting quotes via Quick Quote must be reported prior to bid opening time to the Chicago Regional Office at (312) 353-3916.

**SECURITY WARNING:** It is the contractor's responsibility to properly safeguard personally identifiable information (PII) from loss, theft, or inadvertent disclosure and to immediately notify the Government of any loss of personally identifiable information. PII is "information which can be used to distinguish or trace an individual's identity, such as their name, social security number, biometric records, etc., alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother's maiden name, etc." (Ref.: OMB Memorandum 07-16.) Other specific examples of PII include, but are not limited to:

- a) Personal identification number, such as passport number, driver's license number, taxpayer identification number, or financial account or credit card number;
- b) Address information, such as street address or personal email address; and,
- c) Personal characteristics, including photographic image (especially of face or other distinguishing characteristic), fingerprints, handwriting, or other biometric image or template data (e.g., retina scans, voice signature, facial geometry).

**CONFIDENTIALITY REQUIREMENTS:** Contractor shall be bound by confidentiality rules applicable to the protection of Personally Identifiable Information (PII). Contractor shall not divulge information learned during this contract with anyone except VA or GPO personnel. Contractor shall exercise reasonable discretion in handling documents that include privileged materials and confidential PII.

The contractor must agree to the following security conditions:

1. Documents and/or items received by the contractor are sensitive and must be properly safeguarded from unauthorized disclosure. When documents and/or items are not being processed, they will be securely stored in a location which will preclude unauthorized access.
2. Individuals having access to documents and/or items during pick-up, transport, processing, assembly, delivery, etc., must be properly notified by the contractor regarding the sensitivity of the information and cautioned to preclude loss, theft, destruction or unauthorized access.

Bid submission indicates contractor agrees and will abide by all the **CONFIDENTIALITY AND SECURITY** requirements of this contract.

For the purposes of this procurement, PII/PHI includes:

Information about an individual that identifies, links, relates or is unique to, or describes him or her (e.g., a social security number; age; marital status; race; salary; home telephone number; other demographic, biometric, personnel, medical, and financial information). Also, information that can be used to distinguish or trace an individual's identity, such as his or her name; social security number; date and place of birth; mother's maiden name; and biometric records, including any other personal information.

**SECURITY CONTROL PLAN:** The contractor shall operate and maintain an effective security system whereby materials used to perform the contract are manufactured and/or stored (e.g. while awaiting distribution or disposal) so as to ensure against theft and/or the unauthorized possession of the materials. Contractor is cautioned that Government provided information shall not be used for non-government business. Specifically, Government information shall not be used for the benefit of a third party. The Government retains the right to conduct on-site security reviews at any time during this contract.

1. The plan shall contain at a minimum how government files (data) will be secured to prevent disclosure to a third party prior to and after termination of contract;
2. Explain how all accountable materials will be handled throughout all phases of production;
3. How the disposal of waste materials will be handled; and,
4. How all applicable Government-mandated security/privacy/rules and regulations as cited in this contract shall be adhered to by the contractor and/or subcontractor(s).

**PREAWARD SURVEY:** In order to determine the responsibility of the prime contractor or any subcontractor, the Government reserves the right to conduct an on-site preaward survey at the contractor's/subcontractor's facility or to require other evidence of technical, production, managerial, financial, and similar abilities to perform, prior to the award of a contract. As part of the financial determination, the contractor in line for award may be required to provide one or more of the following

financial documents:

- 1) Most recent profit and loss statement
- 2) Most recent Balance Sheet
- 3) Statement of cash flows
- 4) Current official bank statement
- 5) Current lines of credit (with amounts available)
- 6) Letter of commitment from paper supplier(s)
- 7) Letter of commitment from any subcontractor

The documents will be reviewed to validate that adequate financial resources are available to perform the contract requirements. Documents submitted will be kept confidential and used only for the determination of responsibility by the Government. Failure to provide the requested information in the time specified by the Government may result in the Contracting Officer not having adequate information to reach an affirmative determination of responsibility.

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**TRIM SIZE:** See attachment

**PAGES:** See attachment

**SCHEDULE:**

Furnished Material will be available for pickup by 03/03/2023

Ship complete by 06/01/2023

F.O.B. destination and F.O.B. contractor's city/origin - See Below

See attachment.

**SCHEDULE:**

Wave 1: Ships out 3/31/23

Wave 2: ships out 4/24/23

Wave 3: ships out 5/17/23

Wave 4: ships out 6/01/23

NCOA Processing: In accordance with United States Postal Service (USPS) regulations, contractor is required to run distribution files on each order through the National Change of Address (NCOA) service database to verify addresses are NCOA certified. All related costs to perform this operation must be included in submitted bid pricing. No additional reimbursement will be authorized.

The vendor will be supplied Data files. These files must undergo standard Code 1 mail streaming and NCOA cleaning to remove any undeliverable addresses before printing of the names and addresses on the surveys begins. The Post Office requires all mailing lists to be run through NCOA processing in order to give presort and bulk rate discounts.

Once a mailing list is received by the vendor, an output file must be created containing each mailing participant. The contents of the output file must be approved/verified by VA before proceeding to Code 1 mail streaming and NCOA cleaning. To do this the output file must be transmitted electronically to the VA so they can verify that the vendor has received the full contents of the address file.

An output file containing the rejected names and addresses must be provided to VA along with the reject

code or some explanation for reason of rejection. The output containing the names and addresses of those records retained after NCOA cleaning (i.e. cleared for mailing) must be provided to VA in the layout described above.

Mail f.o.b. contractor's city each individual survey mailer or postcard to domestic addresses nationwide. The contractor is responsible for all costs incurred in transporting all items to the U.S. Postal Service facility.

Outer mailing envelope (OME)(outside carrier) will use the VA mail anywhere permit no.1090 for all except international addresses for postage - first class pre-sort mail rate.

The contractor is required to obtain the maximum postage discount allowed by the USPS in accordance with appropriate USPS rules and regulations, including the USPS Domestic Mail Manual, and Postal Bulletins, in effect at the time of the mailing.

The contractor is cautioned that mailing permit imprint may be used only for the purpose of mailing material produced under this contract.

Vendor must submit all postal receipts to the VA after dropping items at the post office and must include the VA print order number CN 020163 in the "Customer Reference ID" field.

All copies mailed must conform to the appropriate regulations in the US Postal Service manuals for Domestic Mail.

Certificate of Conformance: When using Permit Imprint Mail the contractor must complete GPO Form 712 - Certificate of Conformance (Rev. 10-15), and the appropriate mailing statement or statements supplied by USPS. A fillable GPO Form 712 Certificate of Conformance can be found at <https://www.gpo.gov/how-to-work-with-us/vendors/forms-and-standards>.

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**QUALITY LEVEL:** 3 Quality Assurance Through Attributes (GPO PUB 310.1, effective May 1979 (Rev. 9-19)) applies.

**DESCRIPTION:**

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See attachment.

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**MATERIAL FURNISHED:** Contractor to receive. See attachment.

PO will be emailed upon award.

FINAL FILES will be available per attachment.

Artwork: PDF and World files will be emailed.

Distribution List: Separate Microsoft Excel address data files via Secure File Transfer Protocol. The files will be clearly named to indicate which file is associated with which survey.

NOTE: If changes are made to the files furnished, during the proofing stage, at the agency's request, or per the specifications, the contractor must create a revised CD with all changes incorporated therein for return to the agency after completion of the order.

Prior to image processing, the contractor is responsible for performing a basic check (preflight) of the furnished publishing files to assure accurate output of the required reproduction image. Any errors, media damage or data corruption that might interfere with proper file imaging must be reported to the contract administrator in sufficient time to comply with the shipping schedule. In addition, the contractor is responsible for creating or altering any necessary trapping, setting proper screen angles and screen frequency, and defining file output selection for the imaging device being utilized. All furnished files must be imaged as necessary to meet assigned quality level.

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**PAPER:** \* Must be in accordance with JCP Paper Specification Standards in effect on date of this order  
Cover Letters: JCP Code\* G10, White Bond, Basis Size 17 X 22", 24 lbs.  
Survey Booklets: JCP Code\* A60, White Offset Book, Basis Size 25 X 38", 60 lbs.  
BRM Inner Envelopes: JCP Code\* V20, White Writing Envelopes, White, Basis Size 17 X 22", 24 lbs.  
Outer Mailing Envelopes (OME): JCP Code\* V15, White Kraft Envelope, Basis Size 17 X 22", 32 lbs.  
Postcards: JCP Code\* L23, White Offset Cover, Basis Size 20 X 26", 100 lbs.

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**COLOR OF INK:**

See Description.

**PRINT PAGE:** See Above

**MARGINS:**

Adequate gripper all items.

**PROOFS:**

PDF PROOFS/DATA TESTS and PRIOR TO PRODUCTION SAMPLES REQUIRED.

PRIOR TO START OF FIRST WAVE PRINTING, DATA TESTS ON FIRST 10 SURVEY PACKAGES/POSTCARDS, ALL FOUR VERSIONS, IS REQUIRED.

PDF Proofs and Data Tests email on or before - see attachment.

Agency hold is 2 workdays.

The PDF proofs must utilize the first 10 data sets supplied by the customer. One PDF proof is required for each item.

One Press Quality PDF soft proof for each item (for content only) using the same Raster Image Processor (RIP) that will be used to produce the final printed product. PDF proofs will be evaluated for text flow, image position, and color breaks. Proofs will not be used for color match.

Email proofs to: Penny.Woods2@va.gov, StephenC@ConsultVistra.com, LaToraH@ConsultVistra.com, Brian.Mano@va.gov, dianne\_morgan@datamaticstech.com and cszopo@gpo.gov

Upon approval of the PDF proofs and data samples:

Prior to Production Samples:

Deliver on or before - see attachment - to address in Distribution.

Agency hold is 2 workdays. SAMPLE(S) WILL NOT BE RETURNED TO THE CONTRACTOR.

The prior-to-production samples requirement for this contract is not less than 10 total of Wave 1; 5 sets each to 2 addresses below.

Each sample shall be printed and constructed as specified and must be of the size, kind, and quality that the contractor will furnish.

Prior-to-production samples will be inspected and tested and must comply with the specifications as to construction, kind, and quality of materials.

Contractor is responsible for all costs incurred in the delivery of the priors. The Government will approve, conditionally approve, or disapprove the samples. Approval or conditional approval shall not relieve the contractor from complying with the specifications and all other terms and conditions of the contract. A conditional approval shall state any further action required by the contractor. A notice of disapproval shall state the reasons therefore.

If the samples are disapproved by the Government, the Government, at its option, may require the contractor to submit additional samples for inspection and test, in the time and under the terms and conditions specified in the notice of rejection. Such additional samples shall be furnished, and necessary changes made, at no additional cost to the Government and with no extension in the shipping schedule. The Government will require the time specified above to inspect and test any additional samples required.

In the event the additional samples are disapproved by the Government, the contractor shall be deemed to have failed to make delivery within the meaning of the default clause in which event this contract shall be subject to termination for default, provided however, that the failure of the Government to terminate the contract for default in such event shall not relieve the contractor of the responsibility to deliver the contract quantities in accordance with the shipping schedule.

In the event the Government fails to approve, conditionally approve, or disapprove the samples within the time specified, the Contracting Officer shall automatically extend the shipping schedule in accordance with Contract Clause 12, "Notice of Compliance With Schedules," of GPO Contract Terms (GPO Publication 310.2, effective December 1, 1987 (Rev. 01/18)).

Manufacture of the final product prior to approval of the samples submitted is at the contractor's risk. All costs, including the costs of all samples, shall be included in the contract price for the production quantity.

All samples shall be manufactured at the facilities in which the contract production quantities are to be manufactured.

**PACKING:**

Pack agency and GPO samples suitably.

**DISTRIBUTION:**

NOTIFICATION OF SHIPMENT: Immediately after the order has been shipped, the contractor MUST furnish shipping information to Agency. Include the order title, GPO jacket number, requisition number, date of shipment, quantity (copies, # of cartons, etc.), and tracking information for deliveries. Email [dianne\\_morgan@datamaticstech.com](mailto:dianne_morgan@datamaticstech.com) ; [StephenC@ConsultVistra.com](mailto:StephenC@ConsultVistra.com) ; [LaToraH@ConsultVistra.com](mailto:LaToraH@ConsultVistra.com) [penny.woods2@va.gov](mailto:penny.woods2@va.gov) ; [Brian.Mano@va.gov](mailto:Brian.Mano@va.gov) and [cszopo@gpo.gov](mailto:cszopo@gpo.gov)

1st wave: 5 pre-production samples to:

Mr. Stephen Connors

3286 Worthington Street, NW

Washington DC 20015

PDF proof to: [Penny.Woods2@va.gov](mailto:Penny.Woods2@va.gov), [Brian.Mano@va.gov](mailto:Brian.Mano@va.gov), [StephenC@ConsultVistra.com](mailto:StephenC@ConsultVistra.com) and [LaToraH@ConsultVistra.com](mailto:LaToraH@ConsultVistra.com)

1st wave: 5 pre-production samples to:

Datamatics

Attn: Ms. Dianne Morgan

31572 Industrial Rd

Ste 100

Livonia, MI 48150

PDF proof to: [dianne\\_morgan@datamaticstech.com](mailto:dianne_morgan@datamaticstech.com), [penny.woods2@va.gov](mailto:penny.woods2@va.gov), [Brian.Mano@va.gov](mailto:Brian.Mano@va.gov)

Mailing - See attached:

Wave 1: Ships out 3/31/23

Wave 2: ships out 4/24/23

Wave 3: ships out 5/17/23

Wave 4: ships out 6/01/23

Deliver 1 final sample of each item marked Inspection Copies and with GPO jacket number to U.S. GPO, Attn: Compliance -Chuck Szopo, residential Chicago IL address to come. Email [cszopo@gpo.gov](mailto:cszopo@gpo.gov) for address after award.

**QUALITY ASSURANCE THROUGH ATTRIBUTES:** The following levels and standards shall apply to these specifications:

**Product Quality Levels:**

(a) Printing (page related) Attributes - Level 3

(b) Finishing (item related) Attributes - Level 3

(c) Exceptions: None

**Inspection Levels (from ANSI/ASQC Z1.4):**

(a) Non-destructive Tests - General Inspection Level I.

(b) Destructive Tests - Special Inspection Level S-2.

Specified Standards: The specified standards for the attributes requiring them shall be:

Attribute: Specified Standard

P-7. Type Quality and Uniformity: Approved Priors/Approved PDF

PAYMENT: Submitting invoices for payment via the GPO fax gateway (if no samples are required) utilizing the GPO barcode coversheet program application is the most efficient method of invoicing.

Instruction for using this method can be found at the following web address:

<http://winapps.access.gpo.gov/fms/vouchers/barcode/instructions.html>.

Invoices may also be mailed to: U.S. Government Publishing Office, Office of Financial Management, Attn: Comptroller, Stop: FMCE, Washington, DC 20401.

For more information about the billing process refer to the General Information of the Office of Finance web page located at <https://www.gpo.gov/how-to-work-with-us/vendors/how-to-get-paid>.

Doing Business with GPO Customer Services During Coronavirus Pandemic

Contractors should continue performance on contracts. Contractors must continue to fully comply with the terms and conditions of these contracts. Deliveries, proof approvals, and press sheet inspections for agencies may be impacted. It is requested that contractors contact a Government employee at the delivery location to confirm their availability to receive prior to shipping.

Schedules and other adjustments will be made in accordance with GPO Contract Terms. Caution should be used to safeguard all products should any delivery delays be imposed by the Government.

As a reminder, contractors must furnish contract compliance information required in accordance with GPO Contract Terms, Contract Clause 12: Notice of Compliance With Schedules.

Contractors should immediately contact your GPO contract administrator(s) and/or contracting officer(s) to identify impacted orders if any delay is anticipated, including temporarily closure of a production facility or the planned suspension of any services.

If you have any questions on a particular contract, please contact the Customer Services contract administrator and/or contracting officer for your contract (best method of communicating with them is via email). Office team e-mail addresses can be found at

<https://www.gpo.gov/how-to-work-with-us/agency/services-for-agencies/procurement-services-team>.

**Attachment(s):** Attachment(s) is/are part of the specification, click 'Download Attachment(s)' link below to view and print the attachments that are part of these specifications.

**Download Attachment(s):** <http://contractorconnection.gpo.gov/download.aspx?Jacket=734878>